

Tentative
NOTICE OF PUBLIC MEETING
A MEETING OF THE ANIMAL CARE SERVICES ADVISORY BOARD WILL BE HELD AT
The Animal Care Services Facility, 4710 State Highway 151, San Antonio, TX 78227

ON WEDNESDAY, OCTOBER 21, 2009 AT 6:30 PM TO CONSIDER THE FOLLOWING
MATTERS:

ANIMAL CARE SERVICES ADVISORY BOARD MEETING
Bill White, Board Chair

At any time during the Animal Care Services Advisory Board Meeting, the Board may meet in Executive Session regarding any of the matters posted below in compliance with the Texas Open Meetings Act (Attorney-client, Personnel, Security, Real Estate) under Chapter 551 of the Texas Government Code.

1. Call to Order

CONSENT AGENDA

2. Approval of Tentative Meeting Agenda
3. Approval of meeting minutes for August 19, 2009 and September 30, 2009

REGULAR AGENDA

4. ACS Employee of the Month – *presented by Bill White, Board Chair* 5 Min.
5. Citizens to be Heard
6. Committee/Standing Committee Announcements
 - a. Selection of walk-through participants for next inspection
7. Subcommittee Reports
 - a. Operations – Sallie Scott 5 Min.
 - b. Walk-through report
8. Consortium of Partners Report - *presented by Gavin Nichols, San Antonio Area Foundation* 10 Min.
Report regarding consortium's community education and awareness campaign on pet owner responsibility, including spaying and neutering; reduction of stray and homeless animals; best practices of animal care organizations; implementation of effective public policy and ordinances; fundraising; and the fostering of further development of consortium partners.
9. AAPAW Report - *presented by Sallie Scott, Secretary* 5 Min.
10. Director's Report - presented by Gary Hendel, ACS Director 20 Min.
Report regarding dead animal statistics; shelter population and adoption statistics; volunteer orientations, hours and training; ACS personnel information; ACS media contacts and coverage of ACS issues; Chapter 5 enforcement including animal permits, Veterinary Manager's report
11. Announcement of date for the next ACS Advisory Board meeting

RECEIVED
CITY OF SAN ANTONIO
CITY CLERK
09 OCT 16 PM 3:36

DISABILITY ASSISTANCE NOTICE

This meeting site is accessible to persons with disabilities. Parking is available. Auxiliary Aids and Services are available upon request. Interpreters for the Deaf must be requested forty-eight [48] hours prior to the meeting). For Assistance, Call (210) 207-7245 Voice/TTY.

Esta reunión es accesible a personas incapacitadas. Se hará disponible el estacionamiento. Equipo y servicios adicionales (interpretes para los sordos) se harán disponibles si se pide con cuarenta y ocho (48) horas de anticipación a la reunión. Para asistencia llame al (210) 207-7245 por voz/servicio de TTY.



City of San Antonio Animal Care Services Meeting Minutes

DAY: 8/19/2009
TIME: 6:30 pm
LOCATION: ACS - 4710 State Highway 151

Members Present: William White, Randolph Murdock, Sallie Scott, David Garza, Shannon Espy, Pamela Hernandez, Charles Pruski, T.C. Broadnax and Gary Hendel.

Members Absent: Carole Abitz

- | | | |
|---|-----------------------|---|
| 1 | Call to Order | Meeting was called to order at 6:42 pm by Chair Bill White. |
| 2 | Consent Agenda | Chair White directed the meeting with the consent agenda which consisted of the review of the tentative meeting agenda. Chair White asked for a motion to approve the consent agenda and the July 2009 meeting minutes. Charles Pruski motioned to approve the July 2009 minutes and Randy Murdock seconded the motion. The motion carried. |
| 3 | Employee of the Month | Chair White then proceeded to recognize the July 2009 ACS Employees of the month: David Perez. Gary Hendel recognized Larry Moreno noting the hard work that he has demonstrated for ACS. Due to his efforts, Larry meets the high standards of an Adoption Representative. |
| 4 | Officer Nominations | Chair White asked for 3 volunteers, Randy, Pam & Charlie. Chair White sent nominations to them. |
| 5 | Citizens to be Heard | <p>Elizabeth Perkins</p> <p>The topic covered by Elizabeth was the leash law in her neighborhood, Beacon Hill. Ms. Perkins stated that she is a volunteer with the Beacon Hill Neighborhood Association and as such has spoken about loose dog issues with her neighbors. Unfortunately, the feedback they have received has been negative. The Beacon Hill Neighborhood Association would like to see signs posted throughout the city which state the city ordinance in regards to permits needed to keep and maintain animal welfare information as to where a person can go to spay/neuter their animals. She would also like to extend her appreciation to the ACS Clinic for doing such a great job in setting up a clinic for spaying/neutering. She will be bringing in 1 feral cat a month and is hopeful that the spay/neuter program provided by ACS will play a big part in reaching the no kill goal.</p> <p>June Katchtik</p> <p>Ms. Katchtik stated that she is part of an organization called Brackenridge Park Conservancy which is a new organization. The organization is non-profit and consists of a board of 21 members who are located around the park and advisory members are appointed every year. Employees of the museum, so and lease holders in the park all comprise their board. They have been working closely with Parks and Recreation to be an advocate of the park. They are very interested in preserving and enhancing the good parts of the park, so the park can continue to be a valuable resource to the citizens of San Antonio. Their goal is to educate the public on how to take care of the park, and make better use of it.</p> <p>John Bachman</p> <p>John stated that he is very disappointed with the budget this year. Mr. Bachman had asked City Council not to cut the spay/neuter budget which is the key to solving the overpopulation of animals in San Antonio. Mr. Bachman said that last year \$750,000 was set aside by the city for spay/neuter purposes. However, the money was not spent well, there is a van that's not being used and the rest of the money is not being properly allocated. Mr. Bachman's hope was to eventually have 2 to 3 million dollars spent on spay/neuter programs by the city. He also stated that this year's budget is proof that ACS as an organization is taking a step backwards rather than forward. He is very disappointed the Board did not attend any of the budget meetings to advocate for funds needed for spaying/neutering. He said that he has never seen the Board try to convince City Council to not cut funds for spay /neutering in 15 years.</p> <p>Ariana</p> <p>Ariana's topic was about the leash laws. She is a member of a group that tries to socialize dogs. They cater to pit bulls but will help any dog. She mentioned that she sees too many dogs off their leashes and their owners do not care about the leash law even though they are aware of it. She called the loose dog incident at the park to ACS but nothing has been done. She also called the Park Police to talk about the leash law to the people in the</p> |

| | | |
|---|-------------------------------------|---|
| | | <p>park, but unfortunately the Park Police carry the 2006 city ordinance instead of the new 2007 ordinance. The Park Police stated to the group at the park that there are only 11 parks in the city that require dogs on a leash. However, this information is incorrect. Board Vice Chair Murdock stated to Ariana that he will address this issue with Janet Morgan.</p> <p>Pamela Hernandez</p> <p>Ms. Hernandez stated that her topic was about leash laws. She stated that she saw our website which it said that dogs have to be on a leash, but can also be controlled by voice commands and agrees with Ariana that this is contradictory information. Chairman White stated that he will speak with the Parks and Recreation Assistant Director to make him aware of this problem and find steps to resolve it.</p> |
| 6 | Subcommittee Reports | |
| | a. Adoption Subcommittee | No Report. |
| | b. Operations Strategic Plan Report | No Report. |

7. Off-Site Facility Subcommittee

Randy Murdock reported on the following:

The committee met on August 10. Those present at the meeting were Gary Hendel, Mona Thaxton, Rita Braeutigam, Marcy Lynch, Gary Hendel, Sallie Scott. The committee concentrated on three topics: the future of the former ACS site across from the zoo. They discussed other people who were interested in the site including the zoo, school districts, and parks and recreation which holds the lease for Brackenridge Park, and the Historical Preservation department.

The committee also spoke about steps to obtain funding for the multiuse offsite service center. It was pointed out that grants were needed for funding purposes. These grants should come from the \$427,000 the city has, as well as from other agencies. Uses for the site was discussed that the center was originally going to be used for adoption events. Spaying, neutering and education were all identified as priorities for use of the new center. Spaying, neutering and education will probably receive grants to fund these services. Gary Hendel will speak with T.C. Broadnax to confirm the site of the new facility and \$8,000 will be earmarked for ACS. Marcy Lynch and Bill White will help secure commitment from the agencies providing funding. Gary Hendel will work with Lisa Norwood and Mollie Walker to discuss the placement of signs for the site and a press release.

A news conference will be held to promote the facility. The new name of the facility will be the ACS Community Center, spay/neutering and education will be on the sign. Marcy Lynch will meet with Steve Markey to discuss future designations for the guests from the San Antonio Alamo Area Foundation. Mona Thaxton will further pursue this endeavor in order for ACS to obtain funds. Mona Thaxton and Laura Cantu will give Randy Murdock the necessary documentation and will write additional grants requesting more funding.

Randy stated that the next site visit for the committee is scheduled for 11:30a.m on August 20, 2009. Bill White hopes to bring a friend to the next meeting who is familiar in constructing new sites. Sallie Scott stated that she had spoken with an architectural firm that gave an initial plan for the new site. Plenty of parking will be available for customers and suggestions were made to place a decorative dog house as the front of the building. The doghouse look needs to be attractive to children, due to all of the zoo's traffic.

8. Public Relations / Education Strategic Plan Subcommittee

No Report.

9. Consortium of Partners Report

The Consortium of Partners report was given by Gavin Nichols:

Gavin stated that the bilingual comic books are almost fully distributed. He turned over 3000 of these comic books to Jesse Enriquez, and they have about 50 left if they are requested by customers.

Gavin stated that the now defunct Own Up SA website's information was placed on the San Antonio Area Foundation's site. This resource will allow citizens to obtain information on spay, neuter and adoption services.

Gavin noted that two agencies are working with the subcommittee to develop a new name for the group. UTSA has posted educational information on their site for teachers to use. A pet registry system is in the early stages of development which will be area wide. This system will be available for citizens to register their pets themselves. This information will also be available for neighborhood groups to go door to door for any registration drive they might have in their neighborhood to identify all pets that are not registered. Gavin said it would take about six months for this project to be completed. Some deliverables will take place during

the 6 months, so the system will be somewhat functional.

Gavin stated that the Humane Society of San Antonio hosted a volunteer management workshop on August 14. About 35 people were in attendance from different animal welfare agencies. ACS attendance at this workshop was fairly high. Gavin thought the workshop was a success. This workshop was conducted by the volunteer specialist from the Humane Society of the United States, and the volunteer services specialist from Town Lake Animal Shelter in Austin.

Gavin wanted to remind the Board that these types of workshops take place on a quarterly basis. Gavin stated that the next meeting for his committee will take place on September 9. Two new members will be added, Roger Stevens who is a lawyer representing neighborhood associations and Bryan Patton who is a part of Spurs Sports and Entertainment. He will be bringing marketing and business expertise to the committee. Gavin hopes to announce a third new member by next month.

A question arose about the future of Own Up SA's website, and Gavin stated its original owners had other plans for that domain.

10. Alamo Area Partners for Animal Welfare

Sallie reported that there was a general meeting on July 16, and she thanked Gary Hendel for being the guest speaker.

On Saturday August 1, the super adoption event at rolling Oaks mall took place, and 125 dogs and cats were adopted. Also on August 1, the Family Festival Event able protected connected event took place at St. Paul's Methodist Church. It was sponsored by Child Protective Services and an AAPAW table was present.

On Saturday August 15, AAPAW participated in the Hoops and Hounds event held at the AT&T Center. AAPAW is requesting ACS to recruit volunteers and they need to be scheduled.

An adoption event will take place on September 12 located at DeZavala and IH 10. PetSmart Charities will be paying \$25 to groups for each animal adopted at this event.

Sallie stated that an adoption event will be held on September 26 at the Alamo Heights Pool. SNIPSA's 5-k run will be followed by an adoption event.

Mr. White stated that he received an e-mail from either AAPAW or ACS stating that a registry of volunteers was being established.

11. Director's Report

ACS Director Gary Hendel reported on the following

Gary stated that months have been spent on training staff on breed identification. For example, staff is shown the difference between an English bull dog, a pit bull, and a bull terrier. Cesar Millan will be providing a public service announcement on responsible pet ownership. ACS is partnering with Spay SA, and 200 surgeries have been completed on pit bulls. A similar project took place last year, and it was a success.

Gary stated last month to the Board that at least 10 adoption events would be taking place per week. They tried this, but it failed miserably. Adoption staff would be at the events during the allotted time, and only one animal would be adopted. Gary concluded these wouldn't be a good use of money and time. Therefore, ACS plans to hold more offsite adoption events during the weekends and hopes this change will make the adoption events more successful.

Gary stated that not only is Natalia working on the website, but also e-mail blasts through Chameleon. According to Gary, Chameleon has the ability to send e-mail alerts regarding a dog or cat that has come into the facility. Mainly rescue organizations are the recipients of these e-mails. If an individual tells ACS they're interested in German shepherds, Chameleon can be set up to send them an e-mail every time a German shepherd is brought into the facility. The e-mail will provide a description of the dog, the day it came in, and when it will be able to be adopted. The end result is that not enough rescues are interested in adopting this dog.

Gary stated that the rescue policy has been rewritten. Unfortunately, it is not ready for presentation. The policy basically opens up the shelter to any rescue groups that have been approved. AAPAW will partner with ACS in screening rescue groups to make sure they're compatible with the certain breed they want to rescue. The policy protects the animals, and allows them to be taken from the shelter quicker, and the policy also allows rescuers to be notified in a timely manner, and it ultimately reduces the euthanasia rate. The live release rate at ACS is at 32% right now. Gary calls this number very low and pathetic. Gary stated to increase this rate, partnering with AAPAW and other rescues, and adopting more animals must happen.

Gary also stated that the ACS budget has been hurt this year. In spite of this, Gary said there will be more outreach programs and volunteers. The rescue summit will be held on September 23. All rescuers are invited. The summit will take place from 5:00 p.m. to 8:00 p.m. with dinner free of charge. The rescue policy will be shared with all rescuers at that time. Regional experts are also invited

to talk about volunteer building. Gary stated that they need a rescuer who takes 3 animals out of the shelter per year, to partner with another rescuer to take out 6 per year. Gary states that if rescuers double the number of animals they take from the shelter, the closer they'll be to no kill. Gary also said that rescuers and volunteers also need to be taught how to raise money. Fund raising and organizing small events will also be discussed at the summit. Tips will also be given on how to help rescuers help ACS. One doesn't have to be a rescuer to attend this event, if one is just simply interested in rescuing, they can attend.

Chairman White wanted Gary to explain how ACS plans to employ more volunteers. Gary responded by stating that the budget right now is designed to redirect 11 positions, and 11 positions will be lost. Nobody will lose their job, they will just be reassigned to vacant positions, and the few people whose positions are being eliminated resulting in them leaving ACS, will find "homes" (Gary's term for jobs") in different city departments.

ACS is losing two vet technicians, in turn; they'll be gaining 2 college interns to help out in the vet clinic. ACS's volunteer coordinator resigned 3 weeks ago. In the meantime, Melissa McMahon will be assuming the role of volunteer coordinator until Gary can meet with T.C. to ask for funding to hire a new person. Gary believes the volunteer coordinator position is critical because if they're losing staff, they have to rely on volunteers. This past year, 6500 hours of volunteering took place. An agency this size should be producing 25,000 volunteer hours a year.

Board Member John Bellett requested Gary discuss ACS's scanning procedure. Gary responded by stating that every animal that comes into the shelter is scanned. They are scanned when animal goes through intake, it's scanned when it goes to the vet clinic, and it's scanned one final time before going to EBI. Sometimes microchips aren't recognized due to the scanner battery being low, or the chip has migrated. Scanning animals multiple times allows ACS to detect micro chips. Not only is scanning taking place upon intake, pictures are also taken along with owner information.

John had asked Gary Hendel, how many scanners ACS had? Gary responded by stating that each ACS truck has one. If a dog is picked up, while in route, the ACO can call the owner and return the dog to its home in a perfect world, but ACS has found out it's easier to bring the animal to the facility. There are 3 scanners in the intake area. Gary estimates ACS has at least 50 scanners total, and employees have been trained on how to use them. At one time scanners were designed to recognize only certain micro chips like those made by Home Again or AVID exclusively, now ACS has universal scanners recognizing all micro chips. John also wanted to know if there was a policy for euthanizing owned animals. Every animal stays at the shelter at least 72 hours.

If one comes in with a microchip, the owner is immediately contacted. If an owned animal is injured to the point it would be inhumane to keep it alive, and it has a microchip, either the owners are contacted first, and then the animal is euthanized, or the animal is euthanized and the owner is contacted. Gary responded to Mr. Bellett by stating that this isn't ACS's policy, but incidents like the ones mentioned above have happened. If an animal is grossly injured the animal is put down and the owner is notified.

John stated that ACS didn't handle an incident fairly, where a chipped dog was euthanized. John thinks ACS should have admitted they made a mistake in not scanning the animal for a microchip. The outcome could have been the same, but at least an attempt would have been made, or ACS would have at least admitted they made a mistake. Gary responded by stating that several things went wrong concerning the dog in question. The scanning process wasn't incorrect. Rather, Gary defended what ACS did without accurate information. Gary admits that was a mistake on his part. Gary stated the decision the ACS vet made would be backed by him any day of the week. The vet examined the dog and said it was a hazard to the shelter because of the disease it carried. The vet deemed keeping the dog alive to be inhumane. Gary admitted he never saw the dog. Gary doesn't have a problem with the decision. The problem he had is that he received an e-mail at 11:00 p.m. that night. The same e-mail went to the media. By that time, the problem was already out of Gary's hands. Gary received a call from the media saying they were going to run a piece using only one side of the story. Gary wanted to find out ACS's side of the story to obtain balance. The problem with that was that he received misinformation. Gary was told 3 vets saw this dog, and it was euthanized. The reality is that the head of the clinic at ADL saw it was sick, and sent it to ACS. One of ACS's vets looked at it, made her diagnosis, and called the chief vet. 3 vets were involved in the diagnosis of the dog, and that is what Gary told the newspaper, when it was portrayed that only one vet examined the dog before its euthanasia. Gary stated there was no cover up, but rather an error was made. The error started with Gary because he didn't want a negative article to be written without at least having ACS's side of the story being told. There was no scanning error because the intake specialist saw the dog, saw a vet walking by, paged a vet who was in the same building, the vet commented "wow that dog looks sick! Get it out of here it's a health hazard for the rest of the shelter!" They had time to take a picture; they should have had time to scan him for a microchip. Everything happened so fast, a mistake was made.

John responded to Gary's statement by stating that he believes it's important to follow scanning procedures established. He further stated that these mistakes are chronic at ACS where dogs aren't scanned, and end up in EBI. John just wants policies in place, and to be followed. Gary agreed with John. Gary stated that since the incident, ACS has tightened up on the policy, the rescue policy in particular because a lot of rescuers were upset because they didn't have the opportunity to provide medical attention to that dog. ACS took that opportunity away from them by automatically euthanizing the dog. Gary also stated that he made an emergency decision, and still thinks it was the right one, but how can this be prevented in the future? From now on, if an animal comes from AAPAW, the rescuer will be called because they're the owner of the dog in ACS's records. Failing to reach them, they will attempt to

call a representative from AAPAW as a secondary contact, or AAPAW will give ACS their vet's information, and that animal will be automatically transferred to AAPAW putting the dog's life in the hands of AAPAW's vet. This procedure will take away the decision making process from ACS concerning the outcome of the dog.

Sallie Scott asked Gary Hendel that she could see how important it was to get the dog out of the front lobby, but where did it go? Gary stated that the dog went straight to EBI. Sallie asked if there was a scanner in EBI, Gary said yes. Sallie said another opportunity to scan the dog was missed. The vet said the dog was sick, and dangerous to the shelter, it was shedding the virus all over the lobby. Gary stated that the vet did attempt to call the owner, but nobody was home. She had to make a quick decision; the decision was to euthanize him. Gary has no problem with her decision, but he does have a problem with the dog not being scanned when his picture was taken.

John Bellett stated that he thinks that if the dog had been scanned at intake, 30 extra minutes could have been given for the owner to receive the message, and perhaps the dog's life would have been saved. ACS could have been informed the dog wasn't sick, but rather had a neurological condition. Gary agreed with Mr. Bellett, if scanning was done, they would have asked the owners to come get their dog. Sallie Scott stated that it's wise to remove a dog with distemper from the front lobby because the disease spreads quickly. Gary stated that after this unfortunate incident, everybody knows to scan for a microchip as soon as the animal enters intake. When an emergency happens, and things are happening so fast, sometimes policies are not always handled. This case was out of the ordinary.

John said that everything would have turned out better for ACS and Gary in particular if the scanning policies had been followed, even if the outcome turned out to be the same. Gary stated that he never got a chance to handle the problem before it went to the media. Gary stated that maybe he was too slow in reading his e-mail. Gary stated that he was also called a liar by those who didn't have all the facts, his Deputy Director was called a liar, his PIO was called a liar, and his vet was called a murderer. On top of those accusations, ACS was called incompetent. Gary stated that all ACS did was to take a deathly ill animal, tried to contact its owners, and then euthanized it. Gary knows they did some wrong things, but not everything was bad. Gary didn't lie to anybody, he admits to making mistakes, but he didn't lie. Sallie Scott mentioned she read somewhere that there was no time to scan for a microchip. Gary stated that he didn't see that. Sallie Scott admitted that she was in disbelief when she read that, and Gary said it takes 15 seconds to scan for a microchip. Gary stated that this tragedy could have been avoided, if the dog had been properly scanned. It just goes to show that things like this need to be discussed, and as a result, this mistake has made ACS better.

Sallie stated that there should be more than one number ACS can reach an owner of an animal that is chipped. Gary stated that he wants a resource to call that everyone can respect if the owner can't be reached. Until the rescues respect the decisions of ACS, he wants somebody else to make decisions. Chair White mentioned having an AAPAW contact available if a rescue doesn't respond. Gary also mentioned having a vet's office willing to participate with AAPAW in doing work for them could also be a contact resource.

12. Next Meeting Date

The next meeting date was selected and will be held on September 30.

13. Adjourn

The meeting adjourned at 8:25 pm



City of San Antonio Animal Care Services Meeting Minutes

DAY: 9/30/2009
TIME: 6:30 pm
LOCATION: ACS - 4710 State Highway 151

Members Present: John Bellett, Randolph Murdock, Sallie Scott, David Garza, Shannon Espy, Pamela Hernandez, Mona Thaxton, T.C. Broadnax and Gary Hendel.

Members Absent: William White, Carol Abitz

- | | | |
|---|---|--|
| 1 | Call to Order | Meeting was called to order at 6:42 pm by Randy Murdock, Vice Chair. |
| 2 | Consent Agenda | Vice Chair Murdock directed the meeting with the consent agenda. Sallie Scott moved to postpone approval of the August minutes to next meeting. Shannon Espy seconded the motion. Motion carried. |
| 3 | Employee of the Month | Vice Chair Murdock recognized the September 2009 ACS Employees of the month: David Perez. Gary Hendel recognized David Perez noting the hard work that he has demonstrated for ACS. Due to his efforts, David meets the high standards of an Animal Care Officer. |
| 4 | Officer Nominations | <p>Vice Chair, Randy Murdock, stated to the Board that he had received the following Officer nominations:</p> <p>Four nominations for Sallie Scott for secretary Two nominations Randy Murdock for vice chair Two nominations Bill White for Chairman Randy asked the committee if they all wished to run again. He also asked if there were any other nominations.</p> <p>There were none. Motion was made by David Garza and seconded by Shannon Espy. To approve the slate of officers by acclamation. Motion carried.</p> |
| 5 | Citizens to be Heard | <p>Mary Rauch (8206 Watchtower)</p> <p>Ms. Raunch is a self employed consultant and animal advocate. She has three terriers that were attacked at Braun Station. They were at a corner when two fawn colored large animals approached. She stopped and did not make eye contact. She then became entangled in the leash. Her Boston terrier, Winston, was then taken by the two dogs. A bystander came by and was able to get the dogs off without hurting any of the dogs. She was covered in blood as were the dogs. Her dogs had 12 puncture marks (Winston). She spoke to Michael Burdick who was extremely professional. She also spoke to Reed Williams and Councilman Rodriguez. She is very concerned and would like to help ACS in anyway that she can to keep her neighborhood safe. Randy spoke to the Councilman Justin Rodriguez. Sallie mentioned that there were other dogs that were loose.</p> <p>John Bachman stated that he was disappointed with the budget. He also stated the point that there was no money for spay/neuters. He says that 311 are just not working and therefore someone should call 911. He wishes for recommendations to City Council and City Manager.</p> |
| 6 | Subcommittee Reports a. Operations Strategic Plan Report | <p>Randi Murdock presented the report.</p> <p>The walk-through was conducted on Thursday, September 17 and Friday, September 18, 2009 consecutively by Randy Murdock.</p> <p>The Board member was professionally received at the reception area. Area was clean and tidy and had plenty of information on ACS services for the public to easily access. The administration office was orderly. It was noted that staff throughout the facility was very professional and offered assistance several times. The play yards were not being utilized.</p> <p><i>Cats</i> The cat building was almost empty. 42 cages one day and 38 cages the next.</p> <p><i>Cruelty</i></p> |

There were 7 officers present. The office was orderly and they were neatly dressed & groomed.

Clinic

The veterinarians were busy performing surgeries. There were 12 employees present and the clinic was orderly.

It was also noted that the education area in the Annex was tidy, but the office was locked. A review of the Volunteer office was done and we noted the following items lacking: no volunteer sign-in sheets, no orientation material present, zero donation items and no volunteers in the facility. There seemed to be no trashcan liners anywhere and no evacuation plans posted. The kennel cards- backsliding- one dog showed up at an adoption event with the name unknown and then others were named after states. In regards to the adoptive animals, they are scattered. You have to look for the green sleeve. Concern about spread of disease.

7. Off-Site Facility Subcommittee

None

8. Public Relations / Education Strategic Plan Subcommittee

None

9. Consortium of Partners Report

Consortium Report given by Gavin Nichols

Gavin stated that Spay/neuter billboards will be replaced by end of October. They will have some billboards by Oct. 26th. Deadline for billboards is Oct 11th. Texas A&M San Antonio Website is working with several school districts. They will be able to make material available to teachers this semester so teachers can use by Spring. Once it's published, anyone can use it. Humane Society has a volunteer workshop and it was very successful. In month of August, there were a total of 33,044 spay/neuter surgeries in four clinics. The Humane society clinic has come on-line. There is a need to get results of clinics outside of those four clinics to add to those numbers as well.

Randy mentioned one of the big issues is the capacity of our clinics. Clinics are running under capacity right now. Two main reasons are:

1. Not enough vets and 2. No shows

They have instituted some processes for no shows by over booking and will do some reminding to the people with no shows. Try to do some reminding. Other thing with vets is two possibilities: send vets who are interested in doing high volume surgery up to the Humane Alliance in North Carolina. Applying for grants to get this done. Looking for relief and emergency vets who do not own their own clinic or are not running their own business to get that kind of training and start working that in to their personal schedules.

Next Consortium meeting is November 11, 2009. New member Father Eddie Bernal with St. Benedict's Parish. Wanted to get someone from the faith based community. Today is the last day of the fiscal year.

There were two pieces of papers given to each member. One is letter to council persons and second is ideas about animal wellness opportunities. Passed these out to the board in March. With an invitation that any of those who meet with their council rep and would like self or people from AAPAW to also be there at meeting. Purpose is to hold these kinds of events in the districts. Back in March, did not get any response. Asking to take another look at this and take to the council districts. For example, on Sunday event held at Mission San Jose. Pet fair, ACS spay/neuter event sign up to bring their pets in. There are going to be groups there to try to get awareness raised in that area. Council District 3 is one area that we would like to make a difference in. This list is a starter idea and any additional ideas thought up will be looked at for further discussion.

10. AAPAW report

AAPAW Report presented by Sallie Scott.

Sallie reported on on Board positions Deanna Lee was voted in as president of AAPAW on September 10th. Mollie Walker welcomed to the board; will have the communications committee. Lynnie Buntan will have the spay/neuter committee. AARP will have a senior community service program: work training program for eligible job seekers aged 55 and older to gain skills and work experience so they can compete in the job market. No cost to the host agency. The two items mentioned are thanks to Gavin.

Two workers are proposed; each is limited to 18 hours a week, 6 hours a day, 3 days a week each. One year job duration. AAPAW would work with ACS with interviewing, training, and supervising. AAPAW ACS and San Antonio Area Foundation team would present a proposal to the ACS director and include a job description, goals, major objectives, success criteria. Ongoing reviews are

essential. This is a win win for everyone.

Non Profit Resource Center has agreed to present progressive capacity building 12 workshops Given over a year to AAPAW members. Minimum 10 members required for a class to make. Participants must represent diverse groups. Cost would be \$10 per class and maybe held at ACS. Topics would include: to be or not be a 501C3; orientation to proposal writing; resources for grant seekers, fundraising 101; board basics; board governance; budgeting for non profits; financial reporting for 990s; technology; strategic planning; managing volunteers; role of board and staff; leadership styles; employee management.

AAPAW Upcoming Events:

Oct 4th – San Jose Mission “Blessing of the Animals” 10:30am – 2:30pm; ACS spay/neuter van

Oct 17th – Super Adoption Day at the Rim

Oct 17th – Oktoberfest at Rosedale Park; AAPAW will have a pet show

Paw Project ready to start this October

11. Director's Report

ACS Director Gary Hendel reported on the following

Gary opened with an apology to Sallie and John regarding committee reports. He stated that one of the complaints has been poor data. The numbers are not adding up. We flew in a trainer from Chameleon to train staff.

Surgeons have done 725 spay and neuter surgeries for the month. Last year's total for spay/neuter surgeries was 5,500. Project over 8,000 for this year. Saturday they had a vaccination clinic where they vaccinated over 200 dogs (record).

He stated that he had a question about volunteers from one of the AAPAW's board members. Position is currently posted (will be posted for 2 more weeks) and looking for a great volunteer coordinator. Expecting a budget cut this year and next year and will rely heavily on the volunteer coordinator. This position is the most critical one they have. This position will allow us to do things that we can do with our adoption program. It will also ease the burden on staff.

An article in the San Antonio Express News said that ACS had originally proposed to the City Council that we would give up 15 positions to help in reducing our budget by ten percent; the Council rejected that. The article got it wrong. City Council allowed ACS to redirect 4 positions into our sweeps program. The Council did take 11 positions. Our workforce who was at 124 is now at 113. Bottom line is we lost 11 positions. ACS has had a number of high profile cases. Had one case where our animal control officers impounded 20 animals out of a house. Not so unusual, except that they called the Humane Society, AAPAW, and ADL. They all partnered at the scene and not a single one the animals came into the animal shelter. The animals were run through our software system. So, we get credit for them coming in and we get credit for a live release. But not a single animal was exposed to any of the diseases that we may have in an open admissions shelter. I thought this was a good example of what we are trying to accomplish. It was only 20 animals but maybe it will be more animals next time. It was great to have that support from the other shelters in the community.

Gary told about signage changes and additions. Suggested by Board in order to make it easy for the citizens to know where they are going. We now have a map of the shelter. We also were able to paint the shelter without a cost to ACS. The buildings have all been repainted and spruced up. The person responsible in assisting with this endeavour was Laura Cantu.

We had a dog that was critically burned about 3 weeks ago. The dog came to us and we impounded it. A 14 year old juvenile was responsible for burning it. He was arrested and charged with animal cruelty and several other charges. Police and Fire Department was involved. The dog is recovering nicely. It is an old English bulldog. He went to a private vet clinic and we said we have to save this dog. We decided to save this dog after we spent \$3,000 on the dog. Lisa wrote a press release that raised over \$10,000 for the care of Churchill. The cost for the care of Churchill is coincidentally \$10,000. It is very expensive to care for a burn victim. Received good news today, Churchill was recovering nicely and a lot of people within the community have been asking about adoption. The bad news before the meeting, Churchill dropped into renal failure and he may not make it.

Sallie alluded to our rescue summit. Gary thanked Sallie for going. Had about 50 people in attendance. Dr. Draper made a presentation and spoke a little about what it means to be No Kill. We had a volunteer expert come and talk about capacity building. How do we take a rescuer who takes 3-4 animals and teach them to rescue 5-6. We need to have our rescuers do more and we need to be organized enough to develop new rescuers. Some of the people in the audience were new rescuers or had never done rescue before. Others were simply there to try and get information on how to be a better rescuer. All the comments received were very positive. Concluded the summit by presenting our new rescue policy. It is very clear cut and outlined what we are going to do for rescuers and what we expect out of them. Identified how we are going to vet these rescuers to know when we have good ones or when we have bad ones. Set standards for them to adhere to. It will be modified as we grow and learn. But it was well received by all the rescuers that Gary talked to and did not hear a negative comment on it. Gary is also hopeful that it will be good.

Gary also stated that the most important subject is the \$500,000 to build a new kennel here on site. That was a surprise to Gary and T.C. We had gone to our budget meeting and indicated why we reject animals. We have a limited number of space and kennels and we are determined to run a healthy shelter. With that being said, the Council has an obligation to keep our streets safe. Gary views animal care as animal care on one side and animal control on the other side. That is a fine line we want because we have to make our streets safe and find homes for all the animals that come in our shelter. They put \$500,000 in our budget to build a new building expecting to hold about 150 new kennels. Gary talked to the city architect and told her the standards that he wants to building. He told her that we have to have air flow. A hospital has air flow of about 12 exchanges per hour. An animal shelter could be built to the same standards because we are dealing with diseases. AVMA has standards that are somewhat less. They deal with 68 air exchanges per hour. The city architect gave Gary a plan that can do about 6. So, we are at the minimum, but it better than about 95% of animal shelters in the US. We want healthy shelters. Our drains have to be properly sized. Gary doesn't want to have problems that we are experiencing in other building here. We are looking at a metal building, insulated, 4 rows of kennels. Recommendation was 60x120 feet. The money allowed only to build a 40x80 foot building. So, significantly smaller. The money will allow for 3500 sq/ft. in working with the city architect to redesign it, if we only build 50 kennels. Gary doesn't believe that we are truly doing what the money was intended to do. Any kennel that we build will allow us to pick strays off the street but we have to pick them up fast enough before they can reproduce and create more strays than what we brought in. If that happens, then we are catching and killing and that is something that he is not willing to do. But he feels that it is his job to clean up the streets. Hopefully by next Board meeting, he will have a more detailed report. They gave him a design but because it didn't satisfy the need of the building he didn't present it to the Board. Next Board meeting, he will come with the full design.

Sallie asked, "What about the sound being a metal building?" Gary responded by stating that, "Sound was an issue". We're talking about sound board in the bethels and the ceilings. What he was more concerned with is the health and safety of the animals. He did not want communal runs where you put in multiple animals. He also wanted kennels that were easily sanitized so they will not harbor the disease of the animal that was in it just prior. There is a number of companies that have kennels that are already ready to set up. A design flaw occurred with the submerged trench drains. This is an expensive way to do drainage. It is what we have but it is expensive. Works great, though. There are some designs that use above ground drains that go into a centralized drain rather than building 50 individualized drains. He wants to talk to the city architect about that and see if that is any cheaper.

Sallie asked if Gary had spoken to T-Kennel? Gary responded by stating that, "Yes". We assigned Laura Cantu to do the research. Getting the kennel designed and contracted out has to be done very quickly. We do not have a year and a half to sit back and do things how we like to do. Sallie stated that she has some contacts in Texas who can do these kennels. Gary responded that he would like to get them. He also stated that he would like to see these kennels. It is one thing to design something but he wants to go see somebody who has one of these already built. Sallie stated that he might consider going over to Live Oak. They have a metal city shelter. Gary stated that he is willing to talk more in detail about this.

Last couple of things regards to our field division. Debbie Allen has been coordinating a group who has been reviewing our Chapter 5 Ordinance. We are including members from SA Police Department, and several other outside agencies, as well as in house personnel. She also developed a responsible pet ownership course. We met yesterday with the District Attorney and several other court people in developing a divergence program. Where we would issue citations but hold those citations until the person completed the responsible Pet Ownership course. The idea being that you can issue someone a citation and they turn around and do it again tomorrow. But if you can educate them, save them some money, waive the ticket, and don't give them the fine. Like the first time offenders, encourage them to go to a divergence program. It has been very successful in other agencies. It is ready to go now and she is all excited about it. I would expect us to hold our first class this upcoming month.

12. Next Meeting Date

The next meeting date was selected and will be held on October 21, 2009.

13. Adjourn

The meeting adjourned at 8:18 p.m.

Animal Care Services Advisory Board
Operations Sub-Committee
September 30, 2009

| Areas of Concern | Comments | Response |
|-------------------------------|--|--|
| 1. Web site | <p>Natalia Fernandez, the new person assigned to update the website, met with us to begin the meeting. Natalia presented the committee with handouts showing that the City of San Antonio is currently redoing their templates and will roll out the new look in a few weeks. Comments were made were about the current website and suggestions made for the new one. We suggested easier navigation to find pets for adoption, lost pets, and esp. animals that are in the shelter. Suggested not by breed first but by size, weight, breed, then color. Pet Portal was suggested. Suggested calling Jay Pennington. Have link to approved rescues. Have Pet of the Week. Adoption page should be a marketing tool. Need synopsis of Chapter 5.</p> | <p>The City is redoing the template and this will be ready in a couple of weeks. Natalia is taking suggestions for the new web site.</p> |
| 2. Real Mascots | <p>Need for a dog and cat who represent ACS when talking to the media. San Francisco SPCA had such a dog and cat and put their pictures on everything!! Great marketing tool.</p> | <p>This is a good suggestion and will be considered.</p> |
| 3. Sign in Kennels | <p>No pictures???</p> | <p>Checking on this.</p> |
| 4. Need Policies & Procedures | <p>Anticipated completion date?</p> | <p>Vincent will have it in a couple of weeks.</p> |
| 5. Need job descriptions | | <p>Being redone and about 50% complete.</p> |

Animal Care Services Advisory Board
Operations Sub-Committee
September 30, 2009

| Areas of Concern | Comments | Response |
|--|---|--|
| 6. Signs on cages (appealing descriptions) | Have not kept up with this. | New system: green sleeve - adoption; orange sleeve - rescue - Kennel card, then put profile behind it for owner surrender; have people doing adoption events fill out a profile; and employees working with the animals add to the profile |
| 7. Names for animals | Dog came to adoption event with "name unknown". Those who had names were named after states - could have found better source for names. | Baby name book for use of naming only. |
| 8. Too few animals up for adoption | | Will find out how many are greensleeved vs. # here for 3 day hold. |
| 9. Request script given to 311 operators | Told there were 15 questions. Can time slots be filled with animal-only operator since there are so many calls coming in? John Bachman got script that is 42 pages long through the Open Records Act. | Will get the 10 - 15 questions from Debbie Allen. |
| 10. Request organizational Chart | | Given. |
| 11. Open Sunday afternoons for adoptions | Missing out on opportunity for adoptions. | Talking about it with Jacy Peralta. |

Animal Care Services Advisory Board
Operations Sub-Committee
September 30, 2009

| Areas of Concern | Comments | Response |
|---|--|---|
| 12. Request 72 hour history - intake, disposition, #s going to each place, truck runs, euthanasias, return to owner, owner surrenders | This will give us the timeframe to determine why there are so many empty cages/runs to determine why this happens so often. | Will do a report through Natalia for past history. This will show the progression of animals coming in and their disposition. |
| 13. Employees out on floor to greet | A doorbell could be installed if someone needs assistance. | AARP position to work on this. |
| 14. Signage on buildings that can be changed if needed | #s on buildings are not sufficient. Need slide-in name! | Laura Cantu is working on this. |
| 15. Name tags for employees | Need name tags with first name only for employees, esp. for feedback about service | Will do this. |
| 16. Supervisors pictures and name | Put up slide-in slots (like HEB manager) with a picture of the Supervisor along with name. | Will do this inside the glass showing on both sides. |
| 17. Blankets & toys in runs | Marketing products requires pleasing to the eye blankets and toys. ACS needs and should change the image to reflect caring. | Will find out from Jacy. |
| 18. Adoptions | Why not give away a collar & leash/carrier for cats. Why have to prove vaccinations/spay/neuter of current pets? This discourages adoptions when people don't know that they have to produce these papers. This was never done at ADL. | This can be done - will find out how they are going out now. |

Animal Care Services Advisory Board
Operations Sub-Committee
October 21, 2009

| Areas of Concern | Comments | Response | Follow Up | Person Assigned/date to be completed |
|--|---|--|-----------|--------------------------------------|
| 1. Real Mascots | Need for a dog and cat who represent ACS when talking to the media. San Francisco SPCA had such a dog and cat and put their pictures on everything!! Great marketing tool. | Use someone's dog who is active with the shelter. | | |
| 2. Sign in Kennels | No pictures??? | They are allowed - currently no policy on this. Will find out by 10/16/09 & there will be. | | |
| 3. Need Policies & Procedures | How close to being completed? | Completed by 10/19/09, then to be reviewed by Director. | | |
| 4. Need job descriptions | How close to being completed? | Completed by 11/2/09 checking with Diana. | | |
| 5. Signs on cages (appealing descriptions) | Have not kept up with this. System used needs to be posted in each kennel. Kennel card, then put profile behind it for owner surrender; have people doing adoption events fill out a profile; and employees working with the animals add to the profile | Looking into it. | | |

Animal Care Services Advisory Board
Operations Sub-Committee
October 21, 2009

| Areas of Concern | Comments | Response | Follow Up | Person Assigned/date to be completed |
|--|---|--|-----------|--------------------------------------|
| 6. Names for animals | Dog came to adoption event with "name unknown". Those who had names were named after states - could have found better source for names. Has this been done yet? | Already have the baby-naming book but needs to be utilized. Checking on this. | | |
| 7. Too few animals up for adoption | | 245 kennels, 70/day intake with 3-day hold overlapping/ taking up 210 kennels/ leaves 35 spaces for adoption dogs. | | |
| 8. Request script given to 311 operators | Told there were 15 questions. Can time slots be filled with animal-only operator since there are so many calls coming in? John Bachman got script that is 42 pages long through the Open Records Act. Has this been done? | Will get the 10 - 15 questions from Debbie Allen by 10/13/09. | | |
| 9. Open Sunday afternoons for adoptions | Suggested noon- 5:00 for adoptions & viewing. Missing out on opportunity for adoptions. | Talking about it with Jacy Peralta and know by 10/20/09. Need to work on scheduling. | | |

Animal Care Services Advisory Board
Operations Sub-Committee
October 21, 2009

| Areas of Concern | Comments | Response | Follow Up | Person Assigned/date to be completed |
|---|---|---|-----------|--------------------------------------|
| 10. Request 72 hour history - intake, disposition, #s going to each place, truck runs, euthanasias, return to owner, owner surrenders | This will give us the timeframe to determine why there are so many empty cages/runs to determine why this happens so often. | Will do a report through Natalia for past history. This will show the progression of animals coming in and their disposition. Will have info by 10/16/09. | | |
| 11. Employees out on floor to greet | A doorbell could be installed to ring in the back room of each kennel if someone needs assistance. | Will investigate door bell like Target/Walmart do for needing assistance. | | |
| 12. Person to help people going through kennels | People need assistance. | AARP position to work on this, and will find out when this will happen. | | |
| 13. Name tags for employees | Need name tags with first name only with one-inch high letters for employees, esp. for feedback about service | Begin process by 10/14/09. | | |
| 14. Supervisors' pictures and name | Put up slide-in slots (like HEB manager) with a picture of the Supervisor along with name. | Will do this inside the glass showing on both sides. To be initiated by 10/16/09. | | |
| 15. Blankets & toys in runs | Marketing products requires pleasing to the eye blankets and toys. ACS needs and should change the image to reflect caring. | Talk with Jacy by 10/16/09. | | |

Animal Care Services Advisory Board
Operations Sub-Committee
October 21, 2009

| Areas of Concern | Comments | Response | Follow Up | Person Assigned/date to be completed |
|---|---|--|-----------|--------------------------------------|
| 16. Adoptions | Why not give away a collar & leash/carrier for cats. Why have to prove vaccinations/spay/neuter of current pets? This discourages adoptions when people don't know that they have to produce these papers. This was never done at ADL. | This can be done. Will call Campbell for information about slip leads. | | |
| 17. No evacuation plan posted in kennels | This is the law. | By 10/16/09. | | |
| 18. MSDS Sheets | Employees asked did not know what they were. | May know them as chemical sheets. | | |
| 19. Crematorium | When raining, the controls were getting wet. This is a danger to employees. Rainwater pooling in area by EBI facility doors where electrical connection for incinerator is located. Open space between roof of EBI and roof over crematorium. Dangerous situation exists. | Proper temporary covers will be provided while getting estimates on cost for permanent ones. | | |
| 20. Cages for animals awaiting euthanasia | These cages are exposed to the weather in cold setting. These animals need some level of comfort in their last moments of life. | Proper temporary covers will be provided while getting estimates on cost for permanent ones. | | |

Animal Care Services Advisory Board
Operations Sub-Committee
October 21, 2009

| Areas of Concern | Comments | Response | Follow Up | Person Assigned/date to be completed |
|--|---|---|-----------|--------------------------------------|
| 21. Need for more approved rescue groups | There are currently how many? | Will check into how many. | | |
| 22. Heather Lynn Higginbotham's position | Will she be returning or be replaced? Heather Guthrie (doing two jobs) needs an assistant in the interim, especially with Athena Barr out on maternity leave. | It will be 9 - 10 months before her position can be filled. | | |
| 23. Pet Tip Signs in Kennels | Samples from San Diego Humane Society were shown to Gary Hendel. These would make the kennels look a lot more people friendly. This is a great marketing tool also. | Sallie Scott will work with volunteers in getting this completed with approval from Gary Hendel. Will send pictures electronically. | | |
| 24. Pet Care Brochure | Translation into Spanish | Sallie emailed the brochure to Gary to have translated, then test-market it. | | |
| 25. Water buckets | Water buckets are clipped onto the chain link fencing too high for small dogs to reach. Some of the buckets are too high even when sitting on the floor for tiny dogs. These dogs should be in another area (caged) or have shorter water dishes. | Will look into it. | | |

Animal Care Services Advisory Board
Operations Sub-Committee
October 21, 2009

| Areas of Concern | Comments | Response | Follow Up | Person Assigned/date to be completed |
|---|---|--|-----------|--------------------------------------|
| 26. Potential adopters coming to see dogs to adopt are told the animal is ready when it has not been spayed/neutered. | This is very frustrating to the adopter and doesn't make ACS appear public friendly. A week between when the adopter picked out the dog and it was altered. | They should all be spayed/neutered first. The only case would be if just got off of 72 hour hold. | | |
| 27. Speaking before having all the facts. | Suggest telling those who ask that you are looking into "a situation" and will get back with them after a thorough investigation. Then do it. | Will do. | | |
| 28. Management of Supervisors | It often appears that your Asst. Director and Supervisors don't follow though with your directives. | By 10/30/09 Gary will meet with each supervisor and get their training schedule for their staff within a week. He will be assigning due dates on everything. | | |
| 29. It was suggested that these reports be sent up the chain of command if promised deadlines are consistently not met. | Give directives to management giving them sufficient and reasonable time to complete. | | | |

Operations Committee Summary Report

October 21, 2009

Chair, Sallie Scott

Members: Randy Murdock, Deanna Lee, and John Bachman

A meeting was held with the Director, Gary Hendel, on Monday, October 12, 2009, in the Conference Room at ACS with committee members, Sallie Scott, Deanna Lee, and John Bachman in attendance. Randy Murdock was out of town.

Please note the new format: This will help the Director in addressing concerns and getting them completed.

First column lists Areas of Concern;

Second column lists Comments on the Areas of Concern;

Third column is Gary's response; and the

Fourth and Fifth column were added for Gary
entitled Follow Up and Person Assigned/Date to be
Completed.

There are 29 items listed in your packet. Highlighting a few:

3: Policies and Procedures were to be completed by Vincent Medley by October 19th, then to be reviewed by the Director.

5: New system of "green-sleeved" for adoption, etc. should be posted in the kennels.

To give as much information as possible to the potential adopter, in addition to the kennel card, a profile on the animal given by an owner (if any) should be placed with the kennel card. Kennel employees could add their comments as well as volunteers taking animals out to adoption events.

Operations Committee Summary Report

October 21, 2009

#6: It was suggested that names for animals come from a baby-naming book, which is there but needs to be used.

#7: Two few animals up for adoption.

Answer: There are 245 kennels. With intake at 70/day with a 3-day hold overlapping taking up 210 kennels, that leaves space for only 35 adoption dogs.

#8: The script for 311 operators about ACS is 42 pages long.

Answer: The 10-15 list of answers to situations most frequently met with was promised by October 13th.

#10: Request 72 hour history - intake, disposition, #s going to each place, truck runs, euthanasias, return to owner, and owner surrenders.

Answer: This report will be based on past history and be ready by October 16th.

#11: Employees out on floor to greet. We suggested a doorbell be installed to ring in the back room of each kennel.

Answer: This will be investigated.

#13: Name tags for employees. These will be first name only with one-inch high letters.

Answer: The process to begin October 14th.

#14: Supervisors' pictures and name posted.

Operations Committee Summary Report October 21, 2009

Answer: This will be on both sides of the glass and was to be initiated by October 19th.

#19 & #20: Crematorium. When it rains, the controls are getting wet and cages with animals awaiting EBI are exposed to rain.

Answer: Proper temporary covers will be provided while getting estimates on cost for permanent ones.

#24: Pet Care Brochure in Spanish.

Answer: Gary will get translated, then the committee will do test marketing.

You can read all 29 items at your convenience.

Sallie Scott, Chair

Alamo Area Partners for Animal Welfare
Report to Animal Care Services Advisory Board
October 21, 2009

The Board of AAPAW met on Tuesday, October 13th. Those present were Deanna Lee, Sallie Scott, Laura Stanford, Shelley Lewis, Lynnne Bunten, Gary Hendel, Mollie Walker, and Dr. Ariana Finkelstein.

Gary Hendel and Tom Vietch were voted onto the Board.

October 17th was the Mega Adoption Event at The Rim at IH 10. Over 20 groups participated.

Sallie Scott, AAPAW Secretary

**Consortium No Kill 2012 Progress Report
September 2009**

I. INCREASE COMMUNITY AWARENESS AND OWNER RESPONSIBILITY

Awareness campaign

The Drew/Walker agency has presented draft concepts for the rebranding the No Kill initiative. This work is still underway.

Drew/Walker also developed English and Spanish spay/neuter billboards that we are trying to get in place by the last week of October. These billboards will run through the end of December.

Education

Educators at Texas A&M San Antonio and the P-16 program school districts are nearing completion the Responsible Pet Ownership/Service Learning curriculum. They have scheduled a presentation of the new curriculum to the quarterly meeting of area school district superintendents, a press conference, and an area-wide teacher workshop for December 12th. The Responsible Pet Ownership curriculum along with a few of the lesson plans have been published on the Texas A&M University—San Antonio website. The lesson plans are tied to the Texas Essential Knowledge & Skills ("TEKS") standards. All lesson plans will be published by December 12th. Of note is that this curriculum can be used by public, private, parochial, and even home schools.

II. REDUCE THE NUMBER OF STRAYS/HOMELESS ANIMALS

Spay/Neuter

Statistics for September are included as an attachment to this report. In four high-volume clinics, we performed 3,693 surgeries in September and have performed 37,718 surgeries in FY 2009. This is 20% more than were done during in FY 2008.

Pet Retention

As reported last month, development of an area-wide Pet Registry system is underway. It is being developed as an integrated component of www.SApets.com. Full development of the system is estimated to be 6 months.

The Programs Task Force is defining a program to increase returns of lost pets to owners and to decrease the number of pets that are surrendered to ACS by their owners.

III. PROMOTE BEST PRACTICES AMONG ALL ANIMAL CARE ORGANIZATIONS

V. SECURE NEEDED HUMAN AND FINANCIAL RESOURCES

\$205,628 was raised in FY 2009. \$200,000 of that is a recurring gift for the next two years. \$200,000 was awarded to 10 nonprofit agencies for spay/neuter surgeries and capacity building.

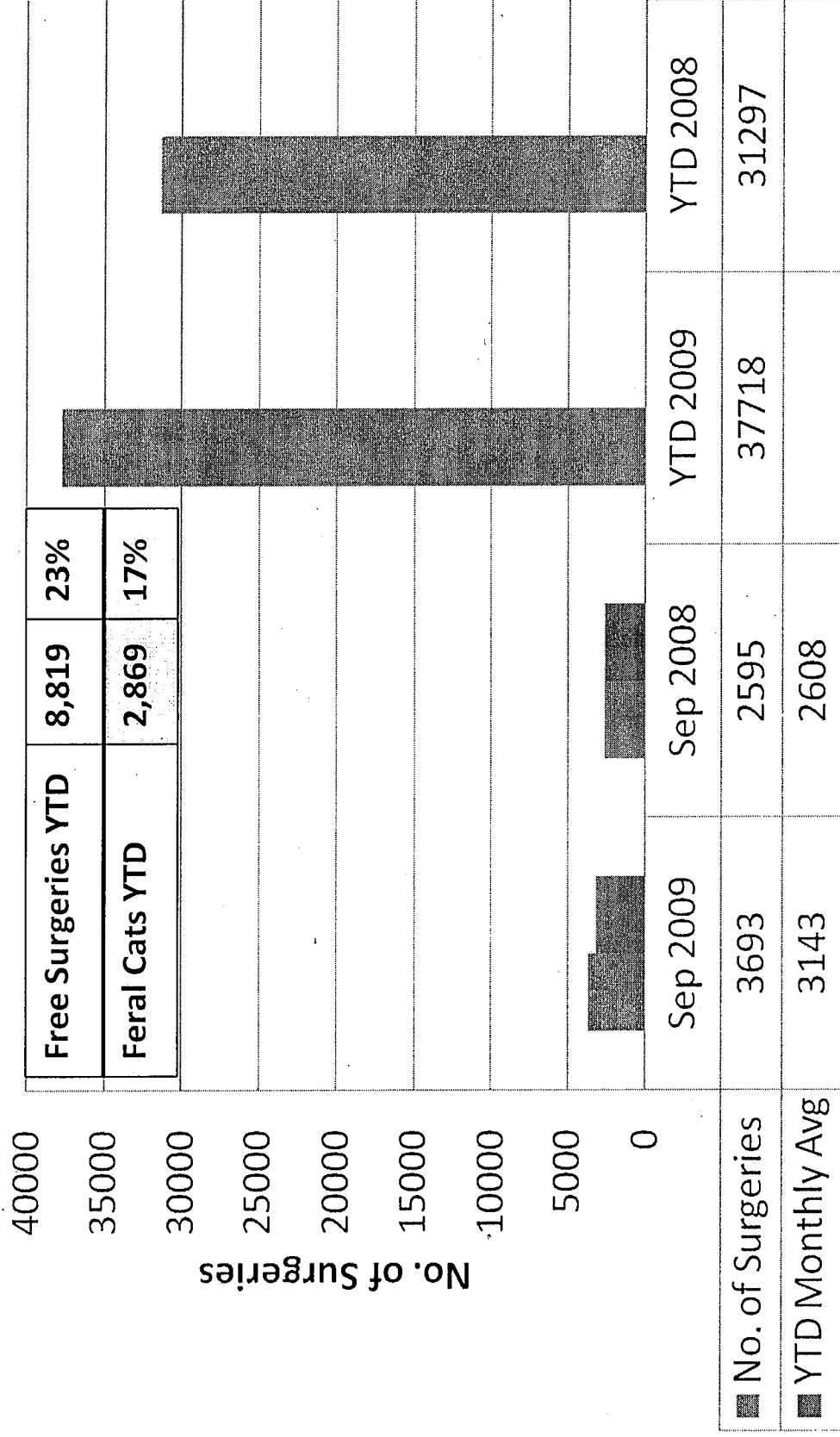


VI. FOSTER DEVELOPMENT OF CONSORTIUM OF PARTNERS

Consortium

The next Consortium meeting will be November 11^h.

Spay/Neuter Surgeries (Fiscal YTD)



This data is for the high volume clinics only: ACS, ADL, SNAP, and SpaySA

City of San Antonio
Department of Animal Care Services
Staff Reports – October 2009

Summary

Adoptions Program:

A total of 89 animal adoptions were realized during the month of October 2009. During the month of October, ACS has been participating in numerous offsite adoption events. During this period, ACS also transferred 54 animals to various rescue groups.

Volunteer Program:

During the month of October 2009, Interim Volunteer Coordinator Danni Alcantara reports the following: ACS volunteers worked a total of 532.95 hours at offsite events/locations and at the shelter.

Shelter Manager's Report.

- For the month of October 2009; there were a total of 919 animals brought into the ACS facility. Of these animals 652 were strays, 44 were returned to owners, 54 were transfers and 678 were euthanized.
- ACS issued 6 litter permits in Mid October.

Public Information Report
Compiled by PIO Lisa Norwood
September 2009

Churchill

Animal Care Services has continued to garner extensive, positive media coverage of the burned Old English Bulldog, Churchill. The shelter received coverage from each of the local television stations for a breakout story the department identified on a 13 year old girl at Bush Middle School that raised money for Churchill by making jewelry and selling cookies at her school festival. The department expects to garner additional coverage once Churchill returns from foster care to get adopted.

Roaming animals

Working with the Hill Country Bicycle Club, ACS arranged a different kind of ride along that garnered media attention from the Express News. Knowing local bicyclists often have issue with roaming, aggressive animals—especially in the County—the department arranged for both the media and an officer to trail a 15 mile bike ride to identify areas of concern. The fact finding tour led to a picture in the Express News highlighting the department's efforts as well as increased goodwill with the newspaper.

Band of Chihuahuas

When a family of Chihuahuas *literally* walked into Animal Care Services, the shelter was able to turn the funny incident into a media event highlighting foster and adoption. The dogs were apparently dumped alongside Highway 151 and made their way across the highway and the access road to walk into the shelter *as a group*. The 9 dogs are suffering from sarcoptic mange but should be adoption ready after some time in foster care.

Town Halls/Community outreach events

In an effort to increase community outreach, ACS staff has participated in town hall style meetings in council districts throughout San Antonio. ACS arranged a late October town hall in District 10 to focus on problems specific to that district. In addition, ACS staff continues to attend district festivals as requested and has geared clinics and services towards "target areas."

Animal Care Services generated 19 media stories since the last advisory board meeting in September 30th. 4 news releases were issued to local media outlets.

[illegible]

Animal Care Services Surgical Statistics - Fiscal Year 2009



| ACS Dog Spays <40 lbs. | ACS Dog Spays >40 lbs. | ACS Dog Neuters <40 lbs. | ACS Dog Neuters >40 lbs. | ACS Cat Spays | ACS Cat Neuters | Owned Cat Spays | Owned Cat Neuters | Owned Dog Spays <40 lbs. | Owned Dog Spays >40 lbs. | Owned Dog Neuters <40 lbs. | Owned Dog Neuters >40 lbs. | ACS Other | Owned Other | Feral Cat Spays | Feral Cat Neuters | Totals |
|------------------------|------------------------|--------------------------|--------------------------|---------------|-----------------|-----------------|-------------------|--------------------------|--------------------------|----------------------------|----------------------------|-----------|-------------|-----------------|-------------------|--------|
|------------------------|------------------------|--------------------------|--------------------------|---------------|-----------------|-----------------|-------------------|--------------------------|--------------------------|----------------------------|----------------------------|-----------|-------------|-----------------|-------------------|--------|

| | | | | | | | | | | | | | | | | |
|------------------------|------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|----------|----------|-----------|------------|
| October | | | | | | | | | | | | | | | | |
| October 1-4 | 9 | 1 | 13 | 1 | 6 | 5 | 7 | 8 | 10 | 1 | 6 | 3 | 1 | 1 | 0 | 72 |
| October 5-11 | 19 | 1 | 25 | 4 | 4 | 2 | 8 | 11 | 16 | 7 | 7 | 1 | 1 | 0 | 2 | 111 |
| October 12-18 | 38 | 6 | 20 | 6 | 6 | 8 | 6 | 5 | 13 | 10 | 9 | 5 | 0 | 3 | 5 | 148 |
| October 19-25 | 20 | 1 | 20 | 7 | 10 | 12 | 14 | 50 | 7 | 2 | 11 | 6 | 1 | 0 | 3 | 165 |
| October 26-31 | 25 | 2 | 18 | 3 | 2 | 5 | 10 | 4 | 4 | 0 | 9 | 1 | 3 | 0 | 4 | 94 |
| Total Surgeries | 111 | 11 | 96 | 21 | 28 | 32 | 45 | 78 | 50 | 20 | 42 | 16 | 6 | 4 | 14 | 590 |

| | | | | | | | | | | | | | | | | |
|------------------------|-----------|----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|----------|----------|-----------|------------|
| November | | | | | | | | | | | | | | | | |
| November 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| November 2-8 | 14 | 1 | 11 | 1 | 6 | 5 | 19 | 10 | 26 | 5 | 19 | 4 | 4 | 5 | 11 | 146 |
| November 9-15 | 6 | 1 | 22 | 0 | 4 | 9 | 0 | 0 | 7 | 0 | 7 | 0 | 2 | 0 | 7 | 73 |
| November 16-22 | 27 | 1 | 31 | 8 | 8 | 7 | 25 | 20 | 21 | 9 | 16 | 10 | 0 | 1 | 2 | 192 |
| November 23-29 | 5 | 1 | 8 | 1 | 3 | 3 | 8 | 6 | 16 | 7 | 11 | 3 | 1 | 0 | 0 | 73 |
| Total Surgeries | 52 | 4 | 72 | 10 | 21 | 24 | 52 | 36 | 70 | 21 | 53 | 17 | 7 | 6 | 20 | 484 |

| | | | | | | | | | | | | | | | | |
|------------------------|-----------|----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|----------|-----------|------------|
| December | | | | | | | | | | | | | | | | |
| December 1-6 | 24 | 1 | 19 | 3 | 18 | 5 | 5 | 34 | 9 | 4 | 10 | 1 | 6 | 1 | 7 | 150 |
| December 7-13 | 25 | 1 | 30 | 3 | 11 | 5 | 11 | 1 | 6 | 7 | 2 | 6 | 5 | 1 | 7 | 125 |
| December 14-20 | 20 | 2 | 21 | 6 | 4 | 3 | 2 | 1 | 9 | 3 | 8 | 4 | 3 | 0 | 0 | 86 |
| December 21-27 | 5 | 2 | 6 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 16 |
| December 28-31 | 15 | 0 | 19 | 3 | 2 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 43 |
| Total Surgeries | 89 | 6 | 95 | 15 | 37 | 17 | 18 | 36 | 24 | 14 | 20 | 11 | 14 | 2 | 14 | 420 |

January

| | | | | | | | | | | | | | | | | | | | | |
|-----------------|----|----|----|----|----|----|----|---|----|----|----|----|----|---|---|---|---|---|---|-----|
| January 1-3 | 6 | 0 | 5 | 1 | 3 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 17 |
| January 4-10 | 34 | 7 | 26 | 2 | 10 | 7 | 10 | 3 | 2 | 5 | 6 | 2 | 7 | 0 | 1 | 1 | 1 | 1 | 1 | 123 |
| January 11-17 | 14 | 3 | 18 | 3 | 15 | 8 | 5 | 3 | 7 | 7 | 12 | 7 | 1 | 1 | 0 | 0 | 0 | 0 | 1 | 105 |
| January 18-24 | 12 | 3 | 18 | 3 | 26 | 10 | 0 | 0 | 3 | 3 | 3 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 98 |
| January 25-31 | 18 | 2 | 11 | 6 | 9 | 11 | 6 | 3 | 4 | 2 | 6 | 1 | 4 | 0 | 0 | 4 | 4 | 3 | 3 | 90 |
| Total Surgeries | 84 | 15 | 78 | 15 | 63 | 38 | 21 | 9 | 22 | 17 | 27 | 15 | 12 | 1 | 9 | 7 | 7 | 7 | 7 | 433 |

February

| | | | | | | | | | | | | | | | | | | | | |
|-----------------|----|---|----|----|----|----|----|----|----|---|---|---|----|---|----|----|----|----|----|-----|
| February 1-7 | 37 | 3 | 24 | 4 | 14 | 6 | 2 | 8 | 4 | 0 | 5 | 0 | 3 | 0 | 2 | 2 | 6 | 6 | 6 | 118 |
| February 8-14 | 15 | 3 | 16 | 7 | 9 | 9 | 13 | 9 | 7 | 2 | 3 | 3 | 4 | 4 | 1 | 12 | 9 | 9 | 9 | 123 |
| February 15-21 | 0 | 0 | 0 | 0 | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 2 | 1 | 1 | 1 | 7 |
| February 22-28 | 27 | 1 | 24 | 12 | 9 | 9 | 3 | 32 | 2 | 0 | 0 | 2 | 7 | 2 | 2 | 1 | 13 | 13 | 13 | 144 |
| Total Surgeries | 79 | 7 | 64 | 23 | 34 | 25 | 18 | 49 | 13 | 2 | 8 | 6 | 15 | 3 | 17 | 29 | 29 | 29 | 29 | 392 |

March

| | | | | | | | | | | | | | | | | | | | | |
|-----------------|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|-----|
| March 1-7 | 29 | 6 | 20 | 1 | 9 | 11 | 7 | 12 | 3 | 5 | 4 | 2 | 8 | 9 | 5 | 10 | 10 | 10 | 10 | 141 |
| March 8-14 | 23 | 4 | 17 | 0 | 11 | 10 | 12 | 4 | 2 | 0 | 2 | 3 | 4 | 4 | 4 | 11 | 6 | 6 | 6 | 113 |
| March 15-21 | 8 | 4 | 13 | 5 | 13 | 3 | 10 | 46 | 4 | 4 | 2 | 4 | 8 | 6 | 6 | 6 | 5 | 5 | 5 | 141 |
| March 22-28 | 16 | 4 | 14 | 4 | 5 | 6 | 2 | 1 | 6 | 5 | 3 | 0 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 71 |
| March 29-31 | 1 | 0 | 2 | 1 | 2 | 1 | 11 | 14 | 8 | 2 | 6 | 2 | 2 | 1 | 10 | 8 | 8 | 8 | 8 | 71 |
| Total Surgeries | 77 | 18 | 66 | 11 | 40 | 31 | 42 | 77 | 23 | 16 | 17 | 11 | 27 | 20 | 32 | 29 | 29 | 29 | 29 | 537 |

April

| | | | | | | | | | | | | | | | | | | | | |
|-----------------|----|----|----|---|----|---|---|---|---|---|---|---|----|---|----|----|----|----|----|-----|
| April 1-4 | 10 | 1 | 10 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 3 | 1 | 1 | 1 | 11 | 8 | 8 | 8 | 46 |
| April 5-11 | 25 | 5 | 11 | 5 | 9 | 1 | 0 | 0 | 2 | 0 | 0 | 0 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 63 |
| April 12-18 | 20 | 4 | 18 | 2 | 3 | 4 | 1 | 0 | 3 | 0 | 3 | 1 | 2 | 0 | 2 | 2 | 1 | 1 | 1 | 64 |
| April 19-25 | 3 | 0 | 3 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 2 | 2 | 2 | 2 | 13 |
| April 26-31 | 12 | 2 | 10 | 2 | 0 | 2 | 4 | 2 | 3 | 1 | 2 | 1 | 3 | 1 | 5 | 5 | 2 | 2 | 2 | 52 |
| Total Surgeries | 70 | 12 | 52 | 9 | 12 | 8 | 5 | 2 | 9 | 1 | 5 | 5 | 13 | 2 | 20 | 13 | 13 | 13 | 13 | 238 |

